

Updated 5/1/09

The FCC published an order mandating mobile satellite service providers to provide emergency call services within the United States (the territory, as defined by the FCC is: the 50 United States, District of Columbia, Puerto Rico and the U.S. Virgin Islands) by February 11, 2005. Currently, the FCC is only requiring access to the emergency call center by dialing 911.

Though we have implemented emergency E911 services in the US, it is not yet available in other regions of the world. One recommendation we would like to share is what we used to do prior to E911 being available in the US. Depending on your planned location, prior to your trip, one or more emergency numbers should be pre-programmed into your Iridium phone in the event that you need emergency services. Since, as you may know, any phone number can be dialed from an Iridium phone, it is a good alternative solution.

Another option you may consider is International SOS. Iridium Satellite does offer an International SOS service through International SOS. Subscribers to International SOS who have an Iridium phone can now reach the nearest International SOS 24-hour alarm center by simply keying SOS* (767*) on their Iridium satellite phone - http://www.internationalsos.com/en/businesspartnerships_iridium.htm.

International SOS membership is available to any individual or organization worldwide and provides clients with access to help when traveling or working abroad including medical and security evacuations and emergency assistance services 24 hours a day, 365 days a year. Members can also access up-to-date travel health and safety information on any country at the SOS web site and sign up for email alerts on fast-breaking global events.

More information about International SOS can be accessed at:
<http://www.internationalsos.com/buymembership/>.

We hope you find this information helpful.

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Emergency 9-1-1 Service Launch Q & A

Q: Why has Iridium decided to provide emergency 911 services?

A: The FCC published an order mandating mobile satellite service providers to provide emergency call services within the United States by February 11, 2005.

Q: What are the specific requirements of the FCC mandate for Iridium to institute?

A: The specifics of the Basic 911 order for mobile satellite service providers are:

1. The service must be accessible by dialing '911'.
2. A call center must be established to forward/transfer the call to the appropriate PSAP. (Public Safety Answering Point)
3. The call centers will ask the caller for their callback number, location and the nature of their emergency.
4. Maritime and aeronautical services are excluded.

Note: There is no action or testing required by the Service Providers or subscribers to enable this service.

Q: When will emergency 911 services be available to subscribers within the territory?

A: February 11, 2005.

Q: Where will emergency 911 services be available?

A: The territory, as defined by the FCC is: the 50 United States, District of Columbia, Puerto Rico and the U.S. Virgin Islands.

Q: What happens when you dial 911 outside the territory? Will my 911 call still go through?

A: No. It will not transfer to the emergency call center. Your call will terminate to a switch message instructing you to hang-up and dial the emergency provider or your service provider directly.

Q: Will emergency 911 services be available to all Iridium subscribers?

A: Any subscriber using voice service within the 50 United States, District of Columbia, Puerto Rico and the U.S. Virgin Islands will have access to the emergency call system 24 x 7 x 365.

Q: Does emergency 911 service need to be provisioned by a Service Provider for it to work?

A: No. Iridium will ensure that all applicable subscribers have this service available to them.

Q: Can you access emergency 911 services from all Iridium units?

A: Emergency 911 services can be accessed using all the Iridium mobile handsets.

Q: How does emergency 911 service work?

A: The caller dials '911' from an Iridium handset. The call is sent to the Intrado emergency 911 call center. A trained professional answers the call, requests the nature of the emergency, the caller's name, callback number and location. The operator identifies the most appropriate PSAP, contacts them, relays the information acquired and then transfers the caller. The caller is then connected directly to the PSAP. If the caller is not fluent in English, the emergency 911 call center has access to a Language Line Service that can translate the call.

Q: How does an Iridium subscriber access emergency 911 services from the handset?

A: Simply turn on the handset, rotate the antenna, press "9 1 1" and "ok". If you are using the prepaid (318) or captain (315) service, you will still dial "9 1 1". DO NOT dial the leading access numbers of "698" or "2888".

Q: What happens if my call drops, is disconnected or I hang-up? Will the call center know my location and attempt to contact me?

A: If your call drops or is disconnected, even if you hang-up, before you were able to provide your MSISDN or location, the call center will not be able to call you back or locate you. If you provided your location, the call center will contact the appropriate PSAP and provide them with the information they had

acquired. If you were able to provide your MSISDN, the call center will make up to three (3) attempts to call you back. They will still contact the PSAP with your information, even if they are unable to reach you. The call center will ask first for your location and then your callback number.

Q: What about 112? 000?

A: Currently, the FCC is only requiring access to the emergency call center by dialing 911; however Iridium has enabled 112 to work within the defined territory as a courtesy to your subscribers.

Q: Can you access emergency 911 services without a SIM card?

A: At this time, the FCC order states that mobile satellite service providers do not need to provide service for non-initialized handsets (handsets without a SIM).

Q: Will I be able to place an emergency 911 call if I am using a suspended SIM card?

A: No. At this time, the FCC order states that mobile satellite service providers do not need to provide service for non-initialized handsets (handsets without an active SIM).

Q: Will I be able to place an emergency 911 call if I am using a deactivate SIM card?

A: No. At this time, the FCC order states that mobile satellite service providers do not need to provide service for non-initialized handsets (handsets without an active SIM).

Q: Is there a charge associated with dialing 911 or using emergency 911 services?

A: At this time, Iridium Satellite LLC is providing this service for free; however, we do reserve the right to modify this position with a thirty (30) day notice.

Q: Who is Intrado?

A: Intrado is considered a leading expert in emergency communications; with over 25 years experience providing 911 service. Iridium selected Intrado to be our emergency call center, answering and forwarding our inbound emergency calls.

Q: Is emergency 911 service available for aeronautical and maritime subscribers?

A: No. Both aeronautical and maritime subscribers have other means of contacting emergency services available to them and should make use of these primary services.

Q: What service should maritime subscribers use for emergency services?

A: Maritime subscribers should contact the Coast Guard or the Global Maritime Distress and Safety System (GMDSS).

Q: What service should aeronautical subscribers use for emergency services?

A: Aeronautical subscribers should use their radio communication channels for emergency assistance.